

**STATE OF NEVADA
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS
VOUCHER SERVICES**

Any exceptions to these Service Specifications must be requested in advance, in writing, and approved by the Deputy Administrator.

PURPOSE:

To promote quality of service, the Aging and Disability Services Division (ADSD) has established service specifications that contain general guidelines. ADSD will use these service specifications as the basis for assessing program performance. The service specifications that each grantee must follow consist of GENERAL REQUIREMENTS, according to the funding source, and SERVICE-SPECIFIC REQUIREMENTS established for each funded service.

SERVICE DEFINITION:

A voucher program subsidizes the cost of an essential service provided to an eligible individual.

SERVICE CATEGORIES AND UNIT MEASURES:

The following service categories and unit measures must be used to document the amount of service provided:

Taxi Voucher Programs: Individuals 60 years or older may purchase taxi vouchers at half the retail value. One coupon book, valued at \$20.00 of taxicab fare or tip, may be purchased from the program for \$10.00.

Participating taxi companies receive reimbursement from the program for the full value of the coupon (one half from grant funds and one half from fees paid by the client).

Taxi Voucher Programs: One unit equals the distribution of one coupon book (worth \$20).

Transportation Voucher Program: Individuals 60 years or older may receive voucher for transportation, other than taxicab, as needed and determined by the program.

Transportation Voucher Programs: One voucher equals one unit.

Respite Voucher Programs: Respite vouchers, valued up to \$1,000 annually, may be issued to a designated caregiver to provide supervision of an eligible individual, 60 years or older, or as age is defined by the funding source. Independent Living Grant-funded programs may assist the caregiver of an individual living with Alzheimer's disease or other related dementia, regardless of the age of the individual.

The grantee may establish agreements with facilities and agencies willing to accept a voucher for services and bill the program directly. In the event that respite expenses exceed the value of the certificate, a caregiver may supplement the voucher with personal funds. Any expense over an award amount is the caregiver's financial responsibility. The maximum award possible is \$1,000.

A caregiver may select a private party, other than him/her self, or an agency to provide supervision. The provider agrees to submit a signed statement of services provided and to accept an established reimbursement rate (i.e., minimum wage). A signed statement that includes service hours must be submitted to the program in order for reimbursement to be made.

Respite Voucher Programs: One unit equals one hour of respite care regardless of the cost to provide that unit. Programs may issue voucher certificates valued up to \$1,000 per caregiver annually. (A caregiver may request coverage for a second eligible person living in the same home.)

GENERAL REQUIREMENTS:

Grantees are required to meet all applicable Federal and State laws related to taxation, labor and related law.

SPECIFICATIONS:

In accordance with funding source requirements, there may be variability among the definition of persons eligible for service, as well as a difference in the amount of financial support that may be provided.

1. Eligibility

1.1 All voucher programs:

- 1.1.1 An individual who is 60 years of age or older, or as age is defined by the funding source, and is a State of Nevada resident.

1.2 Taxi Voucher Programs:

- 1.2.1 Depending upon the funding source, or at the direction of ADSD, residency may be required within a specific county. (Funding source and special conditions from ADSD are noted on the program's Notification of Grant Award (NGA). General eligibility guidelines are found in either the Older Americans Act or Independent Living Grant General Service Specifications, depending on the funding source noted on the NGA.)

1.3 Respite Voucher Programs:

1.3.1 An individual 60 years or older, or age as defined by the funding source, who is a State of Nevada resident and receives live-in supervision/care by a family member or a non-primary caregiver (e.g., live-in friend).

1.3.1.a The need for supervision has been verified by a physician, a social or health agency, the program staff or some other method of verification that has been approved by ADSD.

2. Expiration Dates:

2.1 Must be approved by ADSD.

2.1.1 Voucher books for taxi programs may have up to a 6-month expiration date from the end of the funding period.

2.1.2 Transportation vouchers may be used as needed by the client.

2.1.3 Voucher certificates for respite programs may have up to a 3-month expiration date from the end of the funding period.

3. Reimbursement and Income Eligibility Schedules (where applicable):

3.1 Programs may establish a reimbursement schedule to evaluate the income and/or liabilities of the client in order to determine the amount of funds for which a caregiver is eligible.

3.1.1 Reimbursement schedules must be reviewed and approved by ADSD.

3.2 A self-declaration form, or other method of determining family income and/or liabilities, will be used to determine level of eligibility.

3.2.1 The program may consider large obligations (e.g., medical expenses) in evaluating reimbursement eligibility.

3.2.2 Random audits may be conducted to verify eligibility.

4. Operating Procedures and Documentation Requirements:

4.1 Residency for the client and caregiver can be established by a Nevada driver's license or other legal document, such as a State of Nevada identification card, a rental or utility bill, verification of voter's registration or some other official documentation.

4.2 Taxi Voucher Programs will develop and maintain:

4.2.1 Numbered vouchers for tracking purposes.

4.2.2 A voucher log (e.g., voucher distribution to clients, taxi company reimbursement).

4.2.3 An application that will include required client information.

4.2.4 A process for reconciling information on the person who purchases vouchers, how many vouchers are purchased and the monthly usage.

4.2.5 A report on the total number of vouchers that have expired or are unused.

4.3 Transportation Voucher Programs will develop and maintain:

4.3.1 A voucher log (e.g., receipt of vouchers from transportation provider, voucher distribution to clients).

4.3.2 An application that will include required client information.

4.3.3 A process for reconciling information on the person who receives vouchers, how many were distributed and monthly usage.

4.3.4 A report on the number of vouchers received/purchased from the transportation provider and the number of vouchers distributed to clients.

4.4 Respite Voucher Programs will develop and maintain:

4.4.1 A referral log of agencies willing to accept and bill for services.

4.4.2 A respite voucher application that will include caregiver and care recipient information.

4.4.3 A process for the documentation of the number of hours of service provided by the respite facility or independent worker (e.g., timesheet, vendor invoice).

4.4.4 Programs may require recipients to use a portion of the award within the first 90 days.